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2. ORGANIZATION

1. INTRODUCTION

The Cabin Server aboard Company aircraft will perform duties related to the onboard flight experience of our customers. This Section defines duties and responsibilities for Company personnel that when performed satisfactorily, will assure that stated goals and objectives are achieved.

2. PERSONNEL DUTIES AND RESPONSIBILITIES

2.1 Pilot-in-Command

- A. The Pilot-in-Command (PIC) shall have command of, and the responsibility for, the flight crew, passengers, cargo, the SAFE conduct of the flight, and provide guidance and coordinate the activities of every individual connected with all phases of the aircraft operation.
- B. He/she must be highly knowledgeable of this General Operations Manual (GOM), FAA Regulations, Operations Specifications, flight manuals, etc., and other instructions pertinent to his duties.
- C. The PIC duties and responsibilities are contained in the GOM. Reference the GOM Section [1. DUTIES AND RESPONSIBILITIES](#).
- D. The PIC may delegate these functions to subordinates but may not delegate the responsibility for those functions.

2.2 Second-in-Command (SIC)

- A. The SIC is accountable to the PIC for the safe operation of the aircraft.
- B. The SIC will perform tasks as directed by the PIC.
- C. The SIC will be ready, willing, and able to accept the responsibilities of PIC should the PIC become incapacitated or otherwise unable to perform his/her responsibilities.
- D. The SIC duties and responsibilities are contained in the GOM. Reference the GOM Section [1. DUTIES AND RESPONSIBILITIES](#).

2.3 Cabin Server

- A. Responsible for the customer experience while on board Company aircraft.
- B. Will perform tasks as directed by the PIC and/or SIC.
- C. Responsible for relaying details of any service deficiencies to Company personnel.
- D. Not primarily responsible for passenger safety.

3. DELEGATION OF DUTIES

- A. Non-safety critical functions may be delegated by the PIC or SIC to the Cabin Server.